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EQUIPMENT PROGRAM

EQUIPMENT DISTRIBUTION PROGRAM

The purpose of the program is to loan a special telephone device to Indiana citizens who have telephone service and are deaf, hard-of-hearing, or speech impaired. Those who are eligible will be loaned one device, a telephone ringing light flasher, a surge protector, and a carrying case.



MENU

- [Who is eligible?](#)
- [How do I prove my eligibility?](#)
- [What is the Equipment?](#)
- [What are my responsibilities?](#)
- [What do I do if the equipment needs repair?](#)
- [How do I apply?](#)
- [How do I receive training?](#)

Who is eligible?

- Citizens of Indiana
- Deaf, hard-of-hearing, or speech impaired persons
- Annual household income cannot exceed \$65,000
- Age 6 or older

How do I prove my eligibility?

You will need to provide a copy of your prior year's tax return or sign a statement subject to perjury that the household income did not exceed \$65,000, or provide other proof of income. Only one piece of equipment will be loaned per household.

What is the Equipment?

The equipment to be distributed is either an Ultratec 4425, a Uniphone 1140, Dialogue VCO, D-Link & router, or CapTel. Training and instructions on these machines can be received through agencies listed below.



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How do I apply?

A copy of the application can be downloaded under the Forms section on our Homepage. Or, you can pick up an application at the nearest deaf/social agency listed in this brochure. After completing the application, mail it to InTRAC, 7702 Woodland Drive, Suite 250, Indianapolis, IN 46278. When InTRAC has approved the application, the distributor will ship the equipment to your home or to one of the agencies listed below.

How do I receive training?

If the equipment's accompanying instructions are not enough, please contact one of the agencies listed below:

Deaf Community Services
4740 Kingsway Drive
Indianapolis, IN 46205
(317) 479-3240 V/TTY

Community Services with All Deaf
6910 N. Main St., Suite 9
Granger, IN 46530
(574) 234-3136 (V)

Deaf Services, Inc.
6 E. 67th Avenue
Merrillville, IN 46410
(219) 769-6506 V
(219) 769-8912 TTY

DeafLink, Inc.
2101 Fillmore Street
Fort Wayne, IN 46802
(260) 432-1536 (V)
(260) 436-7977 (TTY)

Behavior Corp.
Deaf Services
2506 Willowbrook Parkway #111
Indianapolis, IN 46205
(317) 475-7270 (V)
(317) 475-7272 (TTY)

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Deaf Services, Inc.
6 E. 67th Avenue
Merrillville, IN 46410
(219) 769-6506 V
(219) 769-8912 TTY

DeafLink, Inc.
2101 Fillmore Street
Fort Wayne, IN 46802
(260) 432-1536 (V)
(260) 436-7977 (TTY)

Behavior Corp.
Deaf Services
2506 Willowbrook Parkway #111
Indianapolis, IN 46205
(317) 475-7270 (V)
(317) 475-7272 (TTY)

CMHC
Community Mental Health Center
285 Bielby Rd.
Lawrenceburg, IN 47025
(812) 537-1302 (V)
(812) 576-1607 (TTY)

Also serving: Batesville, Brookville, Lawrenceburg, Osgood, Rising Sun,
Saint Leon, Vevay

Deaf & Hard of Hearing Services
402 W. Washington St. Room W453
Indianapolis, IN 46204
(317) 232-1143 (V/TTY)

Rauch, Inc., Interpreting Services
1200 Bono Rd.
New Albany, IN 47150
(812) 944-6464 (V)

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SERVICE HIGHLIGHTS

WHAT ARE THE DIFFERENT KINDS OF RELAY CALLS?

VOICE USER – If a person uses a standard phone and wishes to speak with others who use special equipment to communicate.

TTY – If a person is deaf and does not voice, they may use a text telephone.

VCO – If a person is hard-of-hearing and is able to voice, they may use Voice Carry Over.

HCO – If a person can hear but is not able to voice, they may use Hearing Carry Over.

COMPUTER ASCII – If a person wishes to contact the relay service by using a computer on line.

SPEECH TO SPEECH – If a person can hear but has difficulties with unclear speech.

SPANISH TO SPANISH – If someone wishes to have their conversation in Spanish.

VIDEO RELAY SERVICE (VRS) – The interpreter/operator will appear on the screen and will place your call in the same way as a standard relay call.

INTERNET RELAY (SRO) – You will be able to see what you are typing and what the relay operator is typing, at the same time.

CAPTEL (CAPTIONED TELEPHONE) – When the other party speaks, the relay operator "re-voices" the words simultaneously while the operator's computer sends the conversation to the CapTel user in the form of text, which appears on the CapTel screen.

D-LINK (VIDEO TELEPHONE) – When you connect to the Relay service, you will proceed with your call by using ASL with your interpreter/operator.

FOR VOICE USERS

1. Dial Relay Indiana at 711 or 800-743-3333.
2. Operator answers by saying "Relay Indiana Agent [number]. May I have the number you're dialing please?"
3. Tell the Operator the area code and telephone number you wish to call and any further instructions.
4. Relay Indiana Operator will process your call, reading aloud what the TTY user is typing, and will "relay" what you say back to the TTY user. (Be sure you talk directly to the person you are calling. Avoid saying "tell him" or "tell her," and say "Go Ahead" after you have completed each part of your



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user is typing, and will "relay" what you say back to the TTY user. (Be sure you talk directly to the person you are calling. Avoid saying "tell him" or "tell her," and say "Go Ahead" after you have completed each part of your conversation.

FOR TTY USERS

1. Dial Relay Indiana at 711 or 800-743-3333.
2. Operator answers by typing "M" or "F" (for operator gender), and, "NUMBER CALLING PLS GA." ("PLS GA" means "please go ahead.")
3. Type in the area code and telephone number you wish to call and then type "GA."
4. Relay Indiana Operator will dial the number and "relay" the conversation to and from your TTY. Type "GA" after you have completed your part of the conversation.

FOR VOICE CARRYOVER USERS

1. Dial Relay Indiana at 711 or 800-743-3333.
2. Operator answers by typing "RELAY INDIANA <M> ("M" or "F" for operator gender), AGENT [number], NUMBER CALLING PLS GA." ("PLS GA" means "please go ahead.")
3. Tell the Operator the area code and telephone number you wish to call and then say "Go Ahead."
4. The Relay Indiana Operator will dial the number and after connecting with the other party, will type what the other party has said and then type "GA" which means it is your turn to speak directly to your party. When you have finished with your portion of the conversation, remember to say "Go Ahead."

FOR HEARING CARRYOVER USERS

1. Dial Relay Indiana at 711 or 800-743-3333.
2. Operator answers by saying "Relay Indiana Agent [number]. May I have the number you're dialing?"
3. Type in the area code and telephone number you wish to call and then type "HCO PLS GA." ("HCO PLS GA" means "Hearing Carryover, please go ahead.")
4. Relay Indiana Operator will dial the number and begin processing the call. You will listen to the party you have called, and you will type your part of the conversation. The operator will "voice" or "relay" what you are typing to the other party. Be sure to type "GA" after each portion of your part of the conversation.



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the other party, will type what the other party has said and then type "GA" which means it is your turn to speak directly to your party. When you have finished with your portion of the conversation, remember to say "Go Ahead."

FOR HEARING CARRYOVER USERS

1. Dial Relay Indiana at 711 or 800-743-3333.
2. Operator answers by saying "Relay Indiana Agent [number]. May I have the number you're dialing?"
3. Type in the area code and telephone number you wish to call and then type "HCO PLS GA." ("HCO PLS GA" means "Hearing Carryover, please go ahead.")
4. Relay Indiana Operator will dial the number and begin processing the call. You will listen to the party you have called, and you will type your part of the conversation. The operator will "voice" or "relay" what you are typing to the other party. Be sure to type "GA" after each portion of your part of the conversation.

FOR SPEECH TO SPEECH USERS

1. Dial Relay Indiana at 800-743-8231.

COMPUTER (ASCII) CALL PROCESSING

1. Before connecting with Relay Indiana set your computer to the following protocols at speeds ranging from 300 to 2400 baud. (Note: It may be helpful to set your "time out" to 100 seconds.)
2. 8 Bits
3. No Parity
4. 1 Stop Bit
5. Full Duplex
6. When calling at a rate of 300 baud or below, follow the above settings, using Half Duplex.
7. Dial 711 or 800-743-3333 and follow the instructions for a TTY user.

SPANISH TO SPANISH RELAY USERS

1. Dial Relay Indiana at 800-435-8590.
2. Operator converses in Spanish.



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SK stop keying

PLS please

CD could

Q question mark

CUL see you later

R are

CUZ because

SHD should

HD hold

THX thanks

MTG meeting

TMW tomorrow

NBR number

U you

OIC oh, I see

US your

Unfamiliar with the relay process?

- Please have the telephone number and the name of the person you want to call ready for a quicker dial out. If there are extension numbers or prompts to follow and you already are aware of these, please have them ready to give to the Agent before they place the call.
- Remember to say or type Go Ahead (GA) when you have finished your part of the conversation. When you hear or read this, please remember it is your turn to continue the conversation.
- Remember that the Agent (operator) is not a part of the conversation. They must read everything typed to the hearing person, even the things you type in parentheses. Also, the Agents must type everything they hear including background noises. The Agent is not permitted to make judgment calls on how a customer feels during a relay call, however, you can ask how "loud" the voice sounds.

More detailed instructions are found under How To Use.

Calling Card:

- When using a calling card to place a call through Relay Indiana, please give the Agent the following information: the 800 (or 877) toll free number (usually on the back of the card), the calling card number (sometimes requiring a PIN) and then the phone number you wish to call.



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number (usually on the back of the card), the calling card number (sometimes requiring a PIN) and then the phone number you wish to call.

Your Rights as a Relay User

- You have the right to ask that the Agent not announce or explain the relay call. This will speed the call along if you are calling someone already familiar with the service. Please make this note in your Customer Database Profile.
- You have the right to request a change of agent if you want an agent of a different sex from the one you just received.
- You have the right to ask for VCO (voice carryover). Hard-of-hearing callers who want to use their own voice during the call utilize VCO. The Agent types the caller's response back to the VCO user.
- You have the right to ask for HCO (hearing carryover). HCO is like VCO except that the calling process is reversed. The Agent voices what the HCO caller types. The HCO caller can usually hear but has difficulty with speech.
- You have the right to ask for a supervisor if you are not satisfied with the way the call is being handled. You also have the right to ask for a supervisor to give a compliment if you are pleased with either the relay service or the Agent.
- You have the right to make as many relay calls as you wish on any given day.
- You have the right to carry on relay conversations for as long or as short as you wish.
- You have the right to make relay calls anytime, or anywhere.
- You have the right to say anything you wish on a relay call.



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COMPLIMENTS/COMPLAINTS

COMPLIMENTS OR COMPLAINTS

Relay Indiana always strives to maintain the highest level of satisfaction. We appreciate feedback from you about your experiences with Relay Indiana. Please be sure to have the following information when providing feedback.

- Agent Operator Number
- Date
- Time
- Phone number of both parties
- Nature of complaint/compliment

If any difficulties arise during your conversation you may request a supervisor come to the phone. The Agent (operator) can transfer your call to Sprint Customer Service.

The FCC requires that each state file annual reports regarding complaints. Therefore, all complaints are recorded and how/when it was resolved is also reported.

Please contact:

Customer Service (800) 676-3777

April Mason

CapTel Account Manager/Relay Program Manager

10820 Sunset Office Drive, Suite 101

St. Louis, MO 63127-1029

Secretary: (314) 835-0226 ext. 10

Voice: (800) 317-2199

TTY: (314) 835-0226 ext. 21

CapTel: (314) 835-0226 ext. 21

FAX: (913) 523-9214

IP Address: april.mysprint.tv

E-mail: april.xmason@sprint.com



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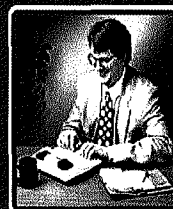
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OTHER LINKS

www.captionedtelephone.com - General information on the CapTel telephone equipment including frequently asked questions.

www.sprint.com/relay - This is the official site for Sprint Relay.

www.weitbrecht.com - This site contains telephone equipment as well as many other items to purchase to aid those who are deaf, hard-of-hearing, or speech impaired.



www.fcc.gov/cib/droffrs.html - This site contains information from the Federal Communication Commission.

www.ai.org/legislative/ic/code/title8/ar1/ch2.8.html - This site explains the legislation within Indiana regarding relay service and InTRAC.

www.state.in.us/gocpd - This site will connect you with the Indiana Governor's Planning Council for People with Disabilities.

www.tdi-online.org - This site promotes equal access in telecommunications and media for people who are deaf, hard-of-hearing, latened-deaf, or deaf-blind.



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FORMS

The following forms require Adobe Acrobat Reader. If you cannot read the documents once you download them, [click here](#) to get Adobe Acrobat Reader for free.

[Application for Equipment Distribution](#)

[InTRAC Form A - LEC Surcharge Remittance](#)

[InTRAC Form B - Cellular Surcharge Remittance](#)

[InTRAC Form C - Reseller Surcharge Remittance Form](#)

